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Description automatically generated

April 26, 2021

TO:All Service Providers operating in the multiple NPAs required to transition to 10-digit dialing for 988 National Suicide Prevention Lifeline

SUBJECT: Reminder - Required Milestone Confirmations to NANPA for Transition to 10-Digit Dialing for 988

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As a reminder, when the following milestones: 8, 15, 23, 24 and 33 are completed, please send an email to [988@somos.com](mailto:988@somos.com) with the following information: Milestone, Provider Name, OCN(s), State(s), NPA(s) completed, and Date(s) completed.

To assist service providers in reporting these milestones, NANPA created a template that can be used to report this information, which is available on the [NANPA website](https://www.nationalnanpa.com/transition_to_10_digit_dialing_for_988/index.html) under ‘988 Milestone Confirmation Template’.

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| **#** | **Milestone Type** | **Milestone** | **Due Date** |
| 8 | Customer Education | Deadline to send first customer notice | 3/25/21 |
| 15 | Technical | Carrier deadline to implement permissive 10-digit dialing | 4/24/21 |
| 23 | Customer Education | Deadline to send second customer notice | 9/24/21 |
| 24 | Technical | Deadline for 10-digit signaling transition | 9/24/21 |
| 33 | Technical | Carrier deadline to implement mandatory 10-digit dialing | 7/15/22 |

For milestone 11, please send an email to [988@somos.com](mailto:988@somos.com), provide the State(s), Provider Name, Primary Contact, Telephone Number(s), Hours of Operation, Backup Contact/Escalations, Email Address and Telephone Number(s).

NANPA will distribute the updated carrier contact list so that carriers may contact one another to troubleshoot any mandatory 10-digit dialing issues on October 15, 2021.

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| **#** | **Milestone Type** | **Milestone** | **Due Date** |
| 11 | Technical | Provide carrier contact information | 4/10/21 |

If you have any questions, you may call me directly at (925) 420-0340 or via email at

[fweber@somos.com](mailto:fweber@somos.com).

Sincerely,

Florence Weber

CC: Heather Hendrickson and Michelle Sclater, FCC